

It is claimed:

1. A computer-implemented system for processing speech input from a user, comprising:

a call management unit that receives a call from the user and through which the user

5 speech input is provided;

a speech management unit connected to the call management unit to recognize the user speech input through language recognition models, said language recognition models containing word recognition probability data derived from word usage on Internet web pages;

a service management unit connected to the speech management unit to handle a electronic-commerce request contained in the user speech input; and

a web data management unit connected to an Internet network that processes Internet web pages in order to generate the language recognition models for the speech management unit and to generate a summary of the Internet web pages, wherein said generated summary is voiced to the user in order to service the user request.